

# **Emergency Housing Voucher (EHV) Program: Locating the Voucher and PIN Letter; and Approving the Online Rental Packet on the NYCHA Self-Service Portal**

**September 2022**



# NYCHA's Eligibility and Voucher Issuance

- Once an application is complete, if an applicant is eligible for EHV assistance, NYCHA **emails the applicant and caseworker** an email with the voucher, rental PIN letter, link to an online EHV briefing video, a PDF of the EHV briefing deck and other information.
  - The voucher and PIN Letter are also available online through the NYCHA Self-Service Portal.
  - The PIN letter allows for the landlord to complete and submit the rental packet online through the Owner Extranet.
  - The EHV voucher holder may also opt-out for a paper rental packet by calling NYCHA's Customer Contact Center at (718) 707-7771.
    - If the EHV voucher holder opts out for a paper rental packet, then the PIN Letter is no longer valid, and the paper rental packet must be used to complete the rental process.

# Locating the Voucher and PIN Letter on the NYCHA Self-Service Portal

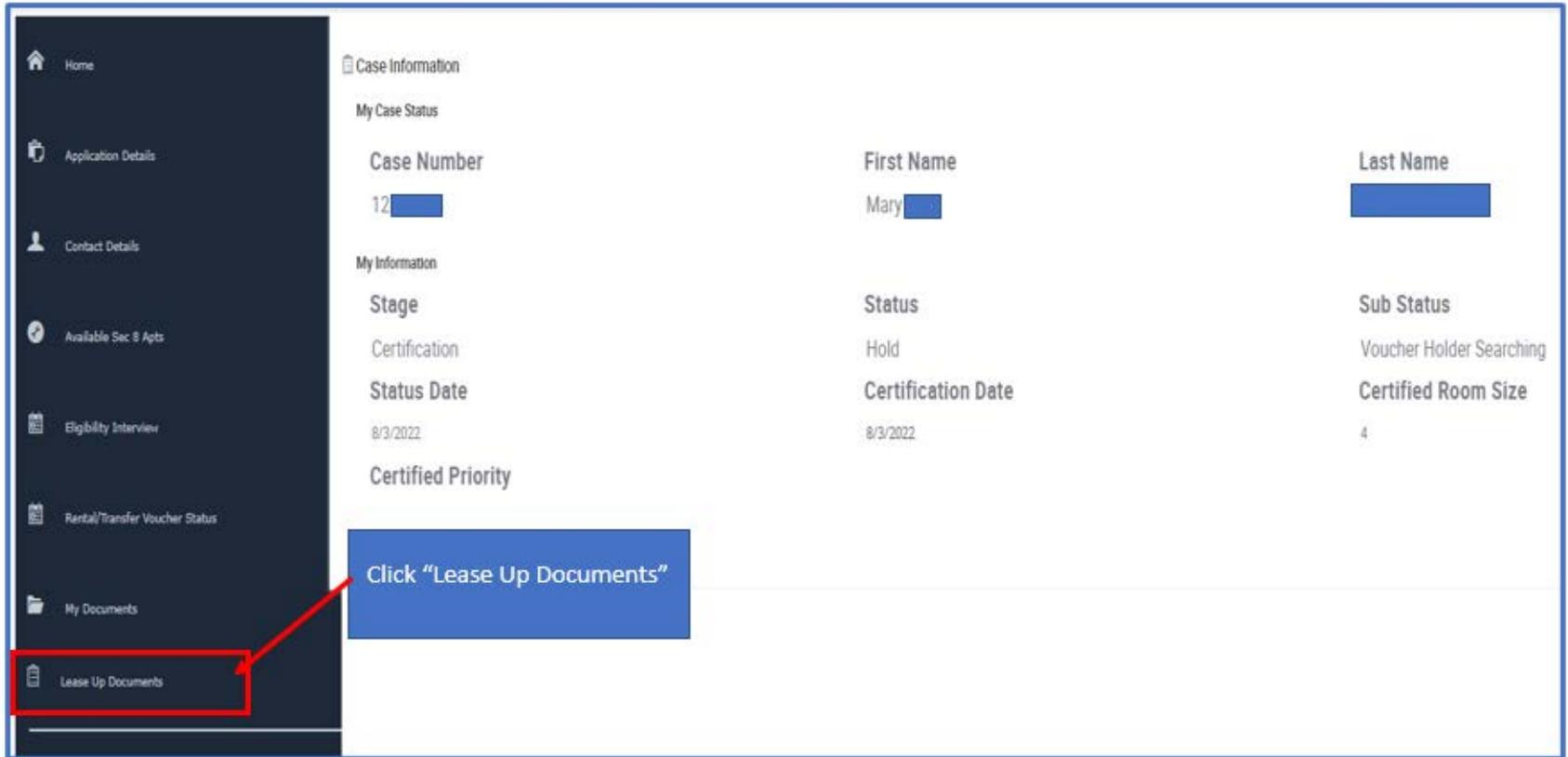
# Locating the Voucher and PIN Letter (1/3)

- NYCHA EHV voucher holders should log into their NYCHA Self-Service Portal Account and click on “Manage Your Account”

The screenshot shows a user interface for a NYCHA Self-Service Portal. At the top, it says "Hi Mary [redacted], welcome back." Below this is a sub-header "Your Section 8 Application" with a "Your Case Number" field containing "12 [redacted]". There is a "Your Case Status Voucher Holder Search" field and a "Head of Household Mary [redacted]" field. A black button labeled "Manage Your Account" is highlighted with a red arrow pointing to it from a blue callout box that says "Click 'Manage Your Account'". The footer contains links for "FEEDBACK", "ACCESS NYC", "QUICK LINKS", and "NEWS LETTER", along with social media icons for Facebook, Twitter, and YouTube. A disclaimer at the bottom states: "©2016 - New York City Housing Authority. Disclaimer: NYCHA is not responsible for any data transmission errors that may occur as a result of the Internet browser or personal equipment used to access the portal."

# Locating the Voucher and PIN Letter (2/3)

- Next, the NYCHA EHV voucher holder should click on “Lease Up Documents” (located on the lower left-hand side of the screen)



# Locating the Voucher and PIN Letter (3/3)

- The voucher and PIN Letter can be found on the list of documents under the section labeled “View/Print Documents”
- The NYCHA EHV voucher holder needs to click the “Next” button to scroll through the list of documents until the voucher and PIN Letter become visible on the screen.
- Click on “View Document” to view the voucher or PIN Letter and print out the document.

My Lease Up Service Requests

Service Request Number	Type	Sub-Type	Status	Sub-Status	Resolution
1- [REDACTED] 90	Lease Up	Rental	Open	Closed Briefing	

View/Print Documents

Document Name	Status	Requested For?	Expected Date	Received by NYCHA	View/Print Document
Affidavit of Income for Active Family Mem...	Pending Response		8/3/2022		View Document
Third Party Verification Consent to Release	Pending Response		8/3/2022		
Affidavit of Income Cover And Instructions	Sent				
Approved Voucher PIN Letter	Evaluated				View Document
Housing Choice Voucher Program Voucher...	Pending Review				View Document

Click “Next” until the “Approved Voucher Pin Letter” and “Housing Choice Voucher” is visible on the screen

PAGE UP PREVIOUS **NEXT** PAGE DOWN

# Approving the Online Rental Packet on the NYCHA Self-Service Portal

# Approving the Online Rental Packet (1/6)

- NYCHA EHV voucher holders should log into their NYCHA Self-Service Portal Account and click on “Manage Your Account”

The screenshot shows a user interface for a NYCHA Self-Service Portal. At the top, it says "Hi Mary [redacted], welcome back." Below this is a sub-header "Your Section 8 Application" with three input fields: "Your Case Number" (12 [redacted]), "Your Case Status Voucher Holder Search", and "Head of Household Mary" ([redacted]). A black button labeled "Manage Your Account" is positioned below the fields. A red arrow points from a blue callout box containing the text "Click 'Manage Your Account'" to the "Manage Your Account" button. The footer contains links for "FEEDBACK", "ACCESS NYC", "QUICK LINKS", and "NEWS LETTER", along with social media icons for Facebook, Twitter, and YouTube. A disclaimer at the bottom states: "©2016 - New York City Housing Authority. Disclaimer: NYCHA is not responsible for any data transmission errors that may occur as a result of the Internet browser or personal equipment used to access the portal."

# Approving the Online Rental Packet (2/6)

- Click the “Rental/Transfer Voucher Status” tab on the left side of the screen

The screenshot displays the user interface of the New York Housing Authority's online portal. On the left, a dark sidebar contains navigation tabs: Home, Application Details, Contact Details, Available Sec 8 Apts, Eligibility Interview, **Rental/Transfer Voucher Status** (highlighted with a red box), My Documents, and Lease Up Documents. The main content area is titled 'Case Information' and includes a 'My Case Status' section with fields for Case Number (12 [redacted]), First Name ([redacted]), and Last Name ([redacted]). Below this is a 'My Information' section with fields for Stage (Certification), Status Date (1/31/2022), and Certified Priority. To the right, there are fields for Status (Hold), Certification Date (1/31/2022), Sub Status (Voucher Holder Searching), and Certified Room Size (2).

# Approving the Online Rental Packet (3/6)

- Click the “Approve Rental”

The screenshot displays the user interface of the New York Housing Authority's online portal. On the left is a dark sidebar with navigation options: Home, Application Details, Contact Details, Available Sec 8 Apts, Eligibility Interview, Rental/Transfer Voucher Status, My Pending Items, and My Documents. The main content area features a header with a warning icon and the text 'ACTION REQUIRED' and 'Approve Rental Documents: Please review the Owner documents below and approve, if you would like to continue with this rental.' Below this is a table with columns: Start/Finish, Service Request Number, Type, Status, and Effective Date. A row is highlighted in light blue, with the 'Approve Rental' link in the 'Start/Finish' column enclosed in a red rectangular box. Below the table is a list of documents to be reviewed, each with a document ID and a title.

Start/Finish	Service Request Number	Type	Status	Effective Date
<a href="#">Approve Rental</a>	1-598	Lease Up	Open	

036033 NYCHA Fair Housing Non-Discrimination Policy	059111 Move In P Apartment
059611 Section 8 Program Brochure	059617 Voucher P
059630 A Good Place to Live! Brochure	059632 Protect yo Booklet
059634 New York State and City Resources for Persons with Disabilities	059109 Disability Accommodation
	059727 How Port
059132 Rental Checklist/Banned Owner List	059126 Tenancy A

# Approving the Online Rental Packet (4/6)

- This screen provides the details of the rental.
- Check the **Proposed Rent** and **Utilities** – make sure this is consistent with what the voucher holder agreed to with the owner
- Scroll down to view the Request for Tenancy Approval form and the Disclosure of Information on Lead-Based Paint form

Case Information

Case Number: 1 | Head of Household: De | SR Number: 1-5

RENTAL UNIT INFORMATION:

Vendor Name: DEVELOPM | APT NUM: 4M | Number Of Bedrooms: 0  
Street Address: Apt 4M | Year of Construction: 2021 | **Proposed Rent: 514.00**

**Rent & Utilities**

Name	Utilities	Type	Fuel Type	Amount	Paid By	Provided By	Updated	Updated By
Rent		Rent		514.00			8/26/2022 05...	0-1
Air Conditioning		Utility			Tenant	Landlord	8/26/2022 05...	0-1
Cooking		Utility	Electric		Tenant	Landlord	8/26/2022 05...	0-1
Heating		Utility	Electric		Landlord	Landlord	8/26/2022 05...	0-1
Other		Utility			Landlord	Landlord	8/26/2022 05...	0-1

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# Approving the Online Rental Packet (5/6)

- Click “**View Document**” for both the Request for Tenancy Approval form and the Disclosure of Information on Lead-Based Paint form and review the documents
- Click in the **box under “I Confirm”** (A check mark will populate)
- **Print** the name of the voucher holder under “Signed By”. The **first and last name must match what is on file with NYCHA**
  - The system will populate the “Signed Date” field.

Rental Documents 1 - 2 of 2

Status	Document Name	Requested For?	Expected Date	View/Print Document
Pending Review	Disclosure Inf...	D		<a href="#">View Document</a>
Pending Review	Request for T...	D	12/4/2022	<a href="#">View Document</a>

PAGE UP PREVIOUS NEXT PAGE DOWN

★ ACKNOWLEDGEMENT

I declare that the statements contained in this application are true and correct and that I have not knowingly or willingly made a false statement, given false information or omitted information in connection with this application.

**I Confirm**

**Signed By**

Signed Date

[BACK](#) [REJECT](#) [APPROVE](#)

FEEDBACK ACCESS NYC QUICK LINKS NEWS LETTER

# Approving the Online Rental Packet (6/6)

- Click **“Approve”**.
  - The system will then electronically sign both documents and submit the online rental packet to NYCHA.
- The online rental packet will not be submitted to NYCHA until the voucher holder approves it.

Rental Documents 1 - 2 of 2

Status	Document Name	Requested For?	Expected Date	View/Print Document
Pending Review	Disclosure Inf...	D [redacted]		<a href="#">View Document</a>
Pending Review	Request for T...	D [redacted]	12/4/2022	<a href="#">View Document</a>

PAGE UP PREVIOUS NEXT PAGE DOWN

★ ACKNOWLEDGEMENT

I declare that the statements contained in this application are true and correct and that I have not knowingly or willingly made a false statement, given false information or omitted information in connection with this application.

**I Confirm**

**Signed by**

**Signed Date**

**BACK** **REJECT** **APPROVE**

FEEDBACK ACCESS NYC QUICK LINKS NEWS LETTER

# Key Reminders for a Successful Rental

- ✓ **Respond to all requests** for corrections or additional information in a timely manner
- ✓ Make sure the owner has provided **contact information** so NYCHA can schedule the Housing Quality Standards inspection
- ✓ If possible, pre-inspect the unit and **ask the owner any necessary repairs before** the NYCHA inspector arrives
- ✓ Once NYCHA emails the HAP contract to the owner, the owner must sign and **return the HAP contract to NYCHA within 10 days**
  - ✓ The owner must also return a fully-executed lease (signed by the tenant and owner)
  - ✓ The **lease start and end dates must match the HAP contract** (exceptions are made for current tenants leasing up in-place)
  - ✓ The **utility obligation in the lease must match the utility obligation in the HAP contract**